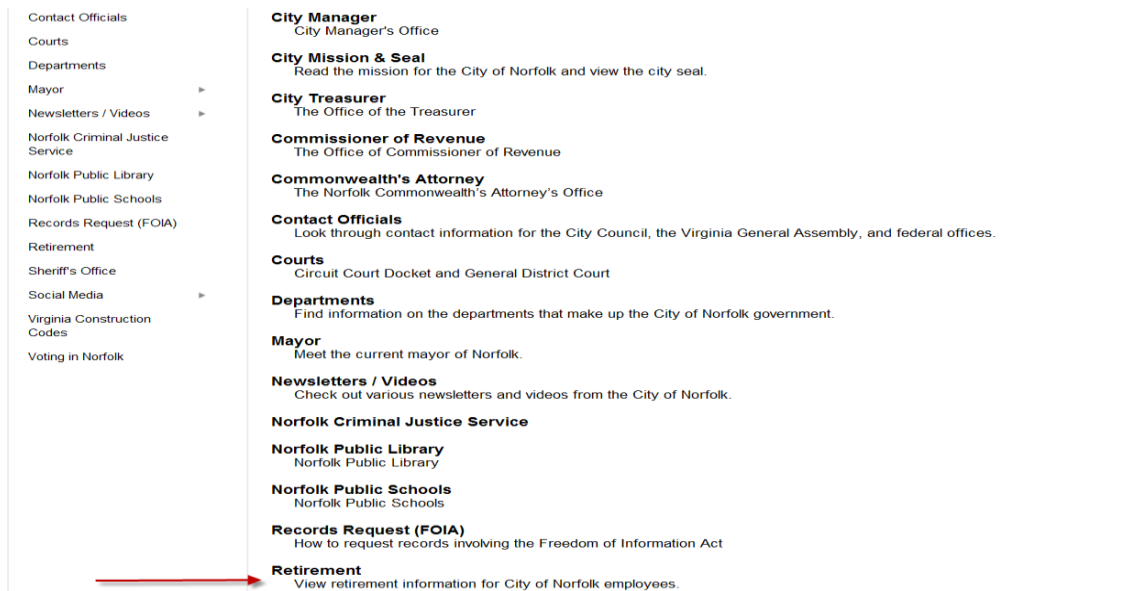


PeopleSoft Self-Service Forgot Your Password Instructions

1. Welcome to the City of Norfolk's web site: www.norfolk.gov
2. Click "Government"



3. Click "Retirement"



PeopleSoft Self-Service Forgot Your Password Instructions

4. Click “PeopleSoft Self-Service” under Retiree Self-Service

The screenshot shows the Norfolk Virginia website. The header includes navigation links: GOVERNMENT (Internal City Structure), BUSINESS (Tools for Growth), SERVICES (Provided by the City), COMMUNITY (Resident Engagement), ENJOY NORFOLK (Leisure & Visitors), and HOW DO I (Information Center). The main content area is titled 'Retirement' and includes a 'Retirement Bureau' description. Under the 'Retiree Self-Service' section, a red arrow points to the link 'PeopleSoft Self-Service'. Other links in this section include 'Self-Service Log in Instructions', 'Self-Service Forgot My Password Instructions', and 'Self-Service Open Enrollment Instructions'. The right sidebar contains 'CONTACT US' information for Sheryl Potter-Griggs and 'QUICK LINKS' to the Norfolk City Code Chapter 37 and ICMA Retirement Corporation.

5. If you have forgotten your password, enter your User ID and Click “Forgot your password?” - Your User ID is your Retirement Employee ID and can be found on your paycheck/advice near your name. You will be directed to the page illustrated under #5.



The screenshot shows the PeopleSoft Self-Service login page. On the left, there are input fields for 'User ID:' (containing '01234R') and 'Password:'. Below the password field is a link for 'Forgot your password?' and a 'Sign In' button. On the right, there is a 'Select a Language:' section with a list of languages: English, Dansk, Français, Italiano, Nederlands, Polski, Suomi, Čeština, 한국어, ไทย, 繁體中文, Español, Deutsch, Français du Canada, Magyar, Norsk, Português, Svenska, 日本語, Русский, 简体中文, and العربية.

PeopleSoft Self-Service Forgot Your Password Instructions

6. Enter your User ID again and Click Continue

Forgot My Password

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

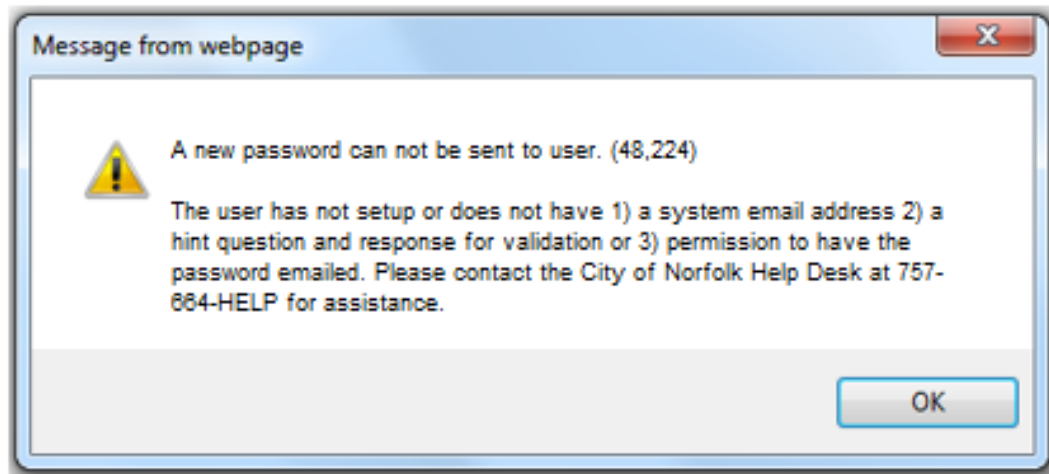
Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID:

Continue

 Refresh

7. You will get this message if you have not entered your email address or security question in PeopleSoft . Please call the City of Norfolk Help Desk at 757-664-HELP for assistance. If you do not get this message proceed to step 7.



PeopleSoft Self-Service Forgot Your Password Instructions

8. Enter your “Response” to the Question. Click “Email New Password”.

Forgot My Password

User ID: 01234R

Email ID: user.email@norfolk.gov

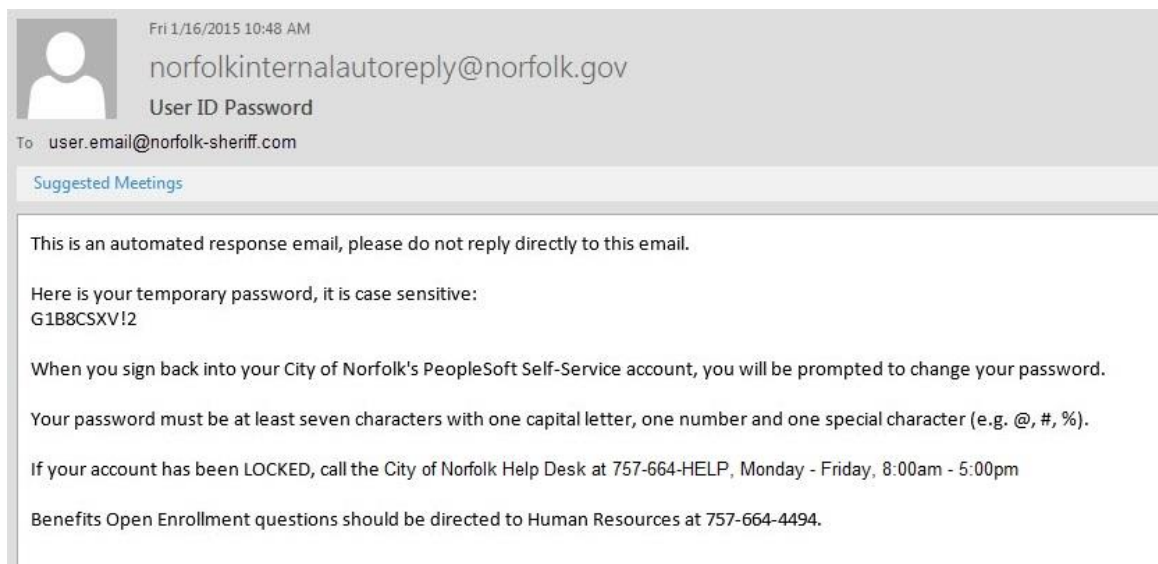
Please answer the following question below for user validation.

Question: What is the name of your pet?

Response:

Email New Password

9. Click the “X” to close this session. Check your Email for a message from norfolkinternalautoreply@norfolk.gov for your new, temporary password.
10. The Email you are looking for should be titled similar to this one. Your new, temporary password will be in the Email. You may have to repeat steps 1 – 4 of this Guide if your previous session has ended.



PeopleSoft Self-Service Forgot Your Password Instructions

11. Once you are back to the Sign In Screen, **Enter your User ID and Password**. Use the new, temporary password sent to you in the Email and **Click Sign In**.


PEOPLESFT ENTERPRISE

User ID:

Password:

[Forgot your password?](#)

Select a Language:

English	Español
Dansk	Deutsch
Français	Français du Canada
Italiano	Magyar
Nederlands	Norsk
Polski	Português
Suomi	Svenska
Čeština	日本語
한국어	Русский
ไทย	简体中文
繁體中文	العربية

12. Your new, temporary password is set to expire and must be changed the first time you log in with your new, temporary password. **Click the link “[Click here to change your password.](#)”**


PEOPLESFT ENTERPRISE

Your password has expired.

[Click here to change your password.](#)

PeopleSoft Self-Service Forgot Your Password Instructions

13. Enter the new, temporary password from your Email into the “Current Password:”
14. Enter a “New Password:” - Your new password must be at least seven characters with one capital letter, one number and one special character (i.e. @, # %, &). Remember your password is case sensitive.
15. Re-enter your new password in “Confirm Password:”
16. Click “Change Password”

Change Password

User ID: 01234R

Description: Forgotten Password

*Current Password:	<input type="password" value="....."/>
*New Password:	<input type="password" value="....."/>
*Confirm Password:	<input type="password" value="....."/>

Change Password

17. Click “OK”

Password Saved

✓ Your password has successfully been changed.

OK

Congratulations! You have successfully changed your password!

18. Click Sign out in upper right-hand corner or continue and use Retirement Self-Service.